

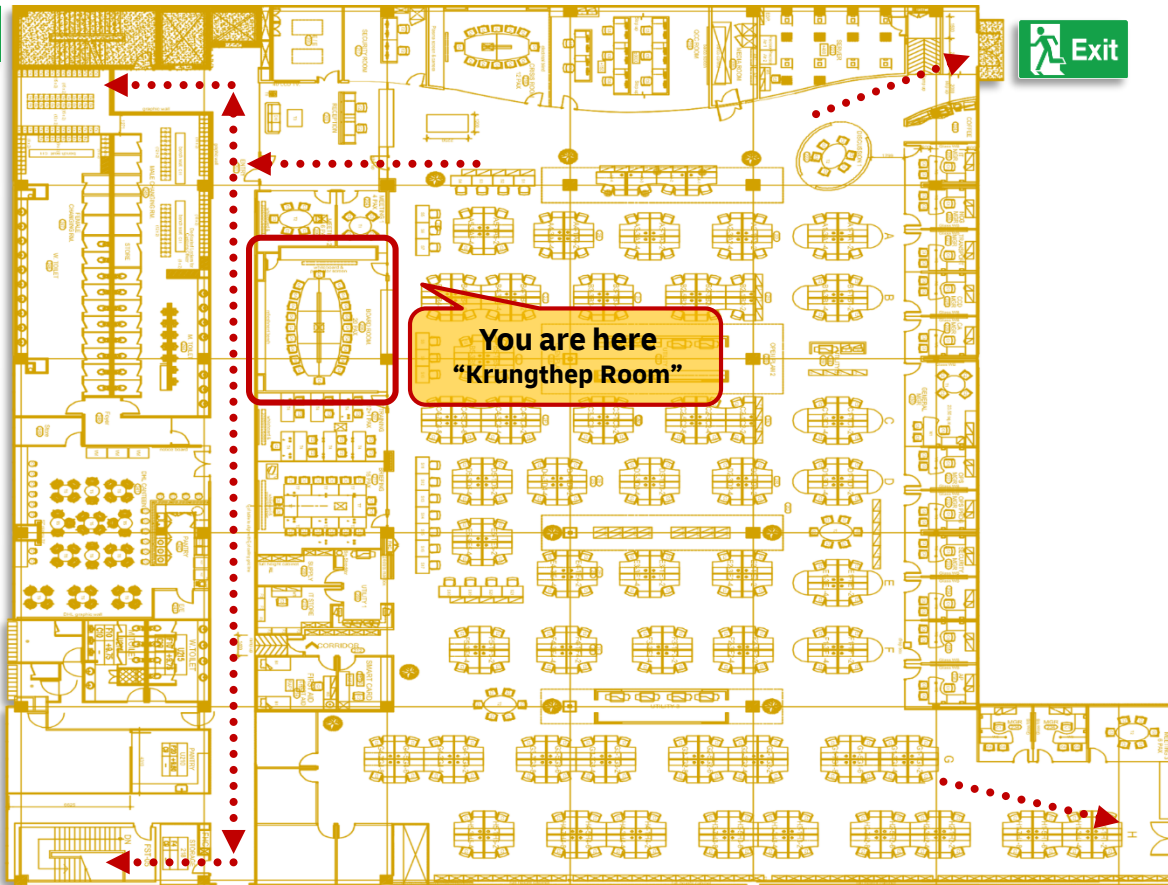
# BKKHUB OVERVIEW

Welcome Valued Customers

BKKHUB & Gateway 2020



# SAFETY BRIEFING



151 CCTV



NO CAMERA

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## **Chapter 1 DHL Corporate Overview**

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# DEUTSCHE POST DHL GROUP

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## Deutsche Post DHL Group

Deutsche Post 

**The Post**  
for Germany

**Deutsche Post** – our highly successful mail business and a world-class benchmark in technology and efficiency. It is the foundation which enabled our international expansion.



**The Logistics Company**  
for the World

**DHL** represents our broad portfolio of logistics businesses and our comprehensive international footprint. It also stands for the rewarding growth opportunities of the global logistics industry.



# DHL EXPRESS TODAY: A GLOBAL OVERVIEW

**220**

Countries &  
Territories  
served

**3**

Global Hubs

**19**

Regional Hubs

**2.7**

**Million**

Customers

**3,200**

Flights per day

**84,000**

Service Points

**30,700**

Vehicles

**3,200**

Facilities

**105,000**

Employees

**360**

TAPA Certifications

**262**

**Million**

Time Definite Shipments  
Annually

**260**

Dedicated Aircraft

# DHL EXPRESS' KEY MILESTONES - MORE THAN 40 YEARS OF EXPERIENCE

## 1969 - Begin of DHL

**Adrian Dalseg, Larry Hillblom and Robert Lynn created an entirely new industry, starting door-to-door express services between San Francisco and Honolulu.**

The idea ... delivering shipping documents by air to customs offices before the freight arrived by sea

**1983** DHL becomes first Air Express forwarder to serve Eastern European countries

**1983** DHL launched the first electronic track-and-trace system in the Express industry

**1985** Opening of state-of-the-art Hub in Brussels

**1986** DHL becomes first Express company in China/ JV with Sinotrans

**2002** Deutsche Post acquires 100% of DHL

**2004** DHL is rebranded from Red and White to Yellow and Red

**2004** Opening of the first Quality Control Center located in Asia Pacific

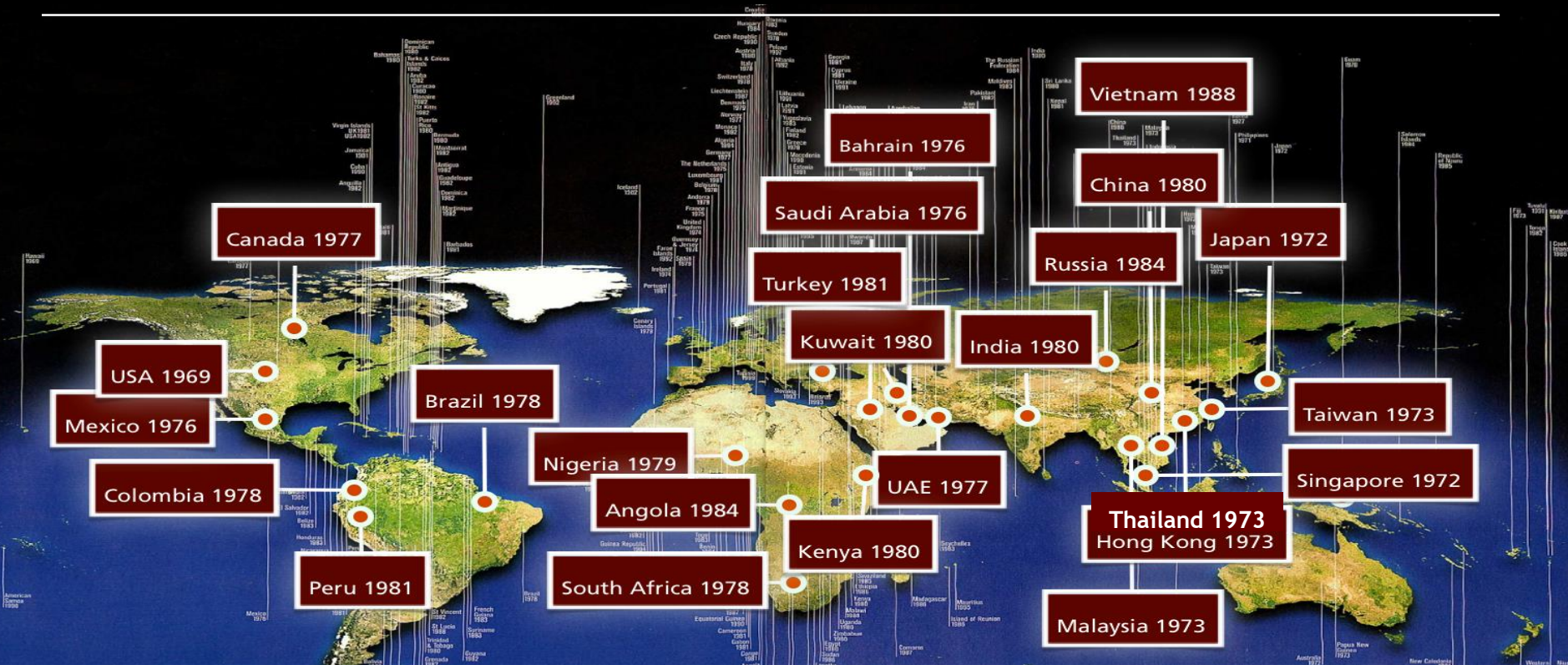
**2006 DHL Express Thailand inaugurated new DHL Express Bangkok Hub at Suvarnabhumi International Airport.**

**2008** Opening of Leipzig Hub

**2009** DHL launches strategy program FOCUS (2010) and re-focuses on time-definite international business



# THE MOST INTERNATIONAL COMPANY IN THE WORLD



\*Note that founding year and year of initial operation may be different



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# 3 GLOBAL CENTRAL HUBS



# BANGKOK HUB

## Key Facts

### Investment

EUR 18.2 million

### Total Site Area

15,500 sqm

### Warehouse Space

12,100 sqm

### Conveyor Belts

2 km

### Loading Docks

12

### CCTV Cameras

151

### Facility Sorting Capacity

6,000 – 8,000 pieces per hour

### ULD Sorting Positions

24

### Caster Deck Size

1,400 sqm



## COY

(Conveyable shipment)

Weight < 30 Kg.  
Dimension < 1 M.



## NCY

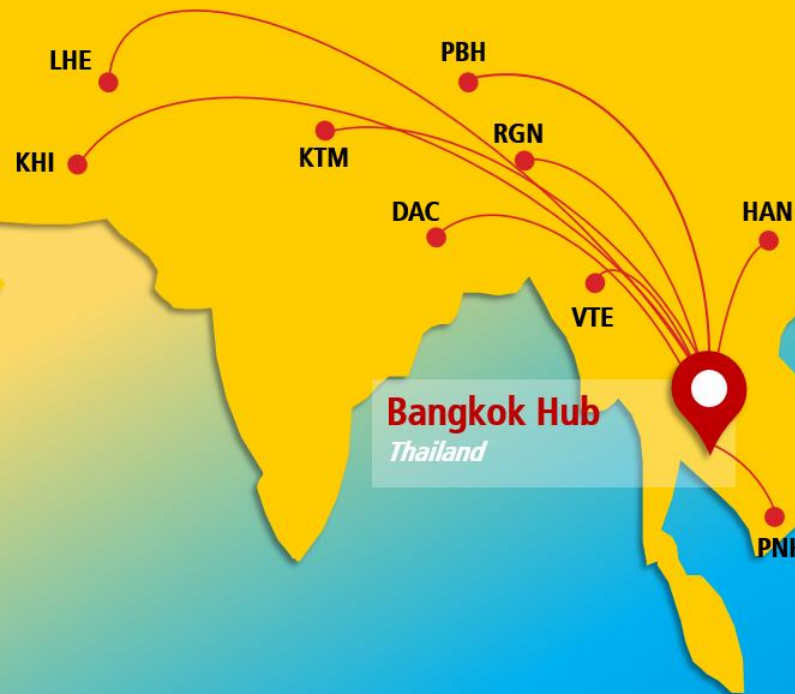
(Non-conveyable shipment)

Weight > 30 Kg.  
Dimension > 1 M.



# DHL ASIA PACIFIC AIR NETWORK

**BKKHUB** The Gateway To Indochina



- HKG - BKK (D2-D7)
- BKK - HKG (D1-D6)



- FRA - BKK - SIN - BLR - LEJ (D1)
- LEJ - BKK - SIN - BLR - LEJ (D2-6)



- HKG-BKK-HAN-HKG (D2-5,7)
- SIN-BKK-PNH (D2-5,7)
- PNH-BKK-SIN (D1-4,6)

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# DHL EXPRESS THAILAND - OVERVIEW

## 47 years of establishment since 1973



Hub & Gateway location :  
Suvarnabhumi Airport



Approx. 40 Daily Flights



16 Service facilities  
(incl. 14 SVCs, HUB and HO)



24/7 Customer Service



10 TAPA Certifications



> 1,000 Employees



Head Quarter location : Bangkok



240 Vehicles



More than 200 Points  
of sales



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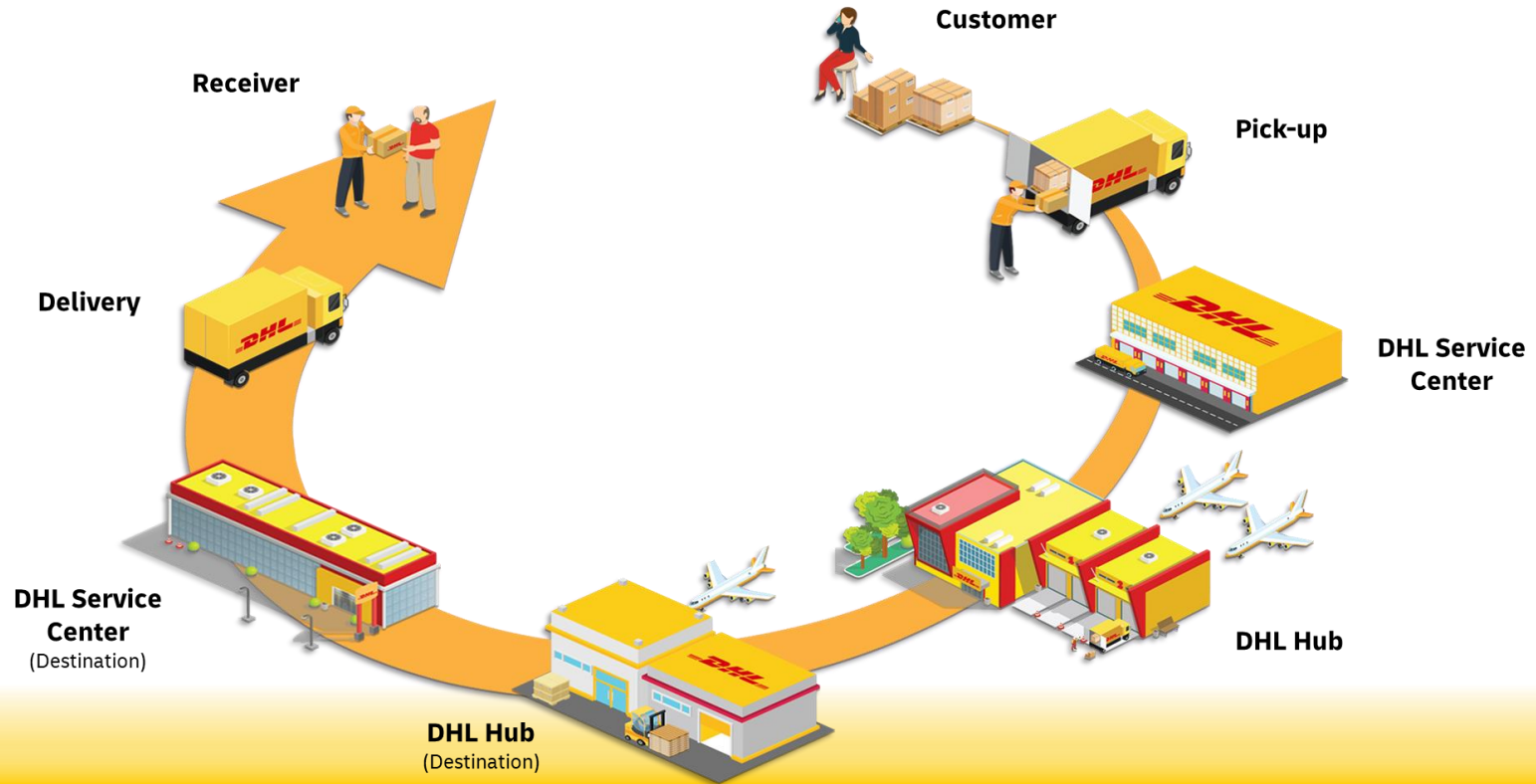
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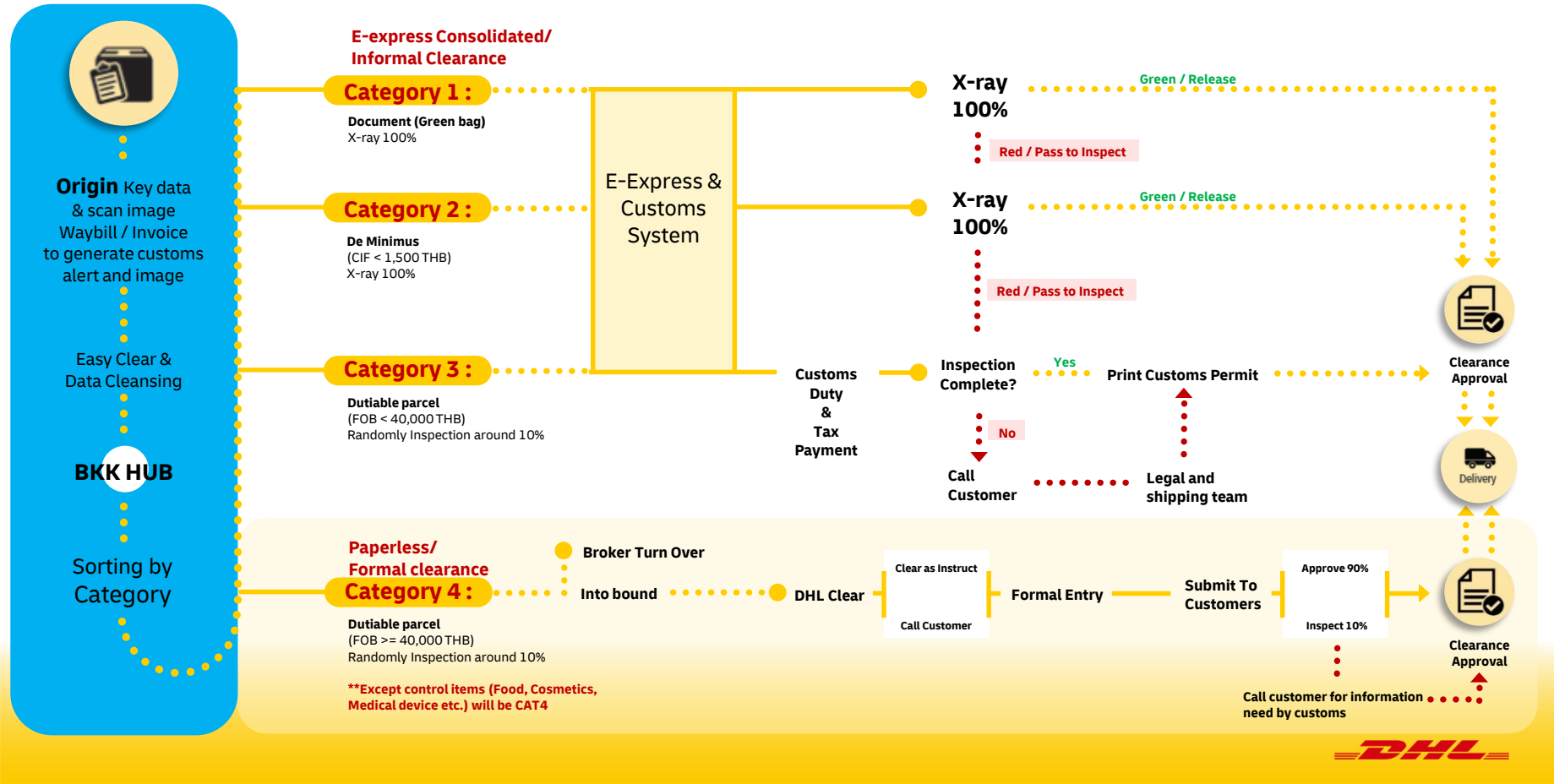
Chapter 7 DHL BANGKOK HUB: Warehouse & Layout

# DHL PROCESS FLOW





# INBOUND SHIPMENT PROCESS



# INBOUND DELIVERY PROCESS



**Clearance Approval**  
**BKK HUB & Gateway**



**Cycle A (7.00)**



**Service Center**



**AM Delivery**



**Cycle B (12.00)**



**Service Center**



**PM Delivery**



**Cycle D (17.30)**



**ZVB Service Center**



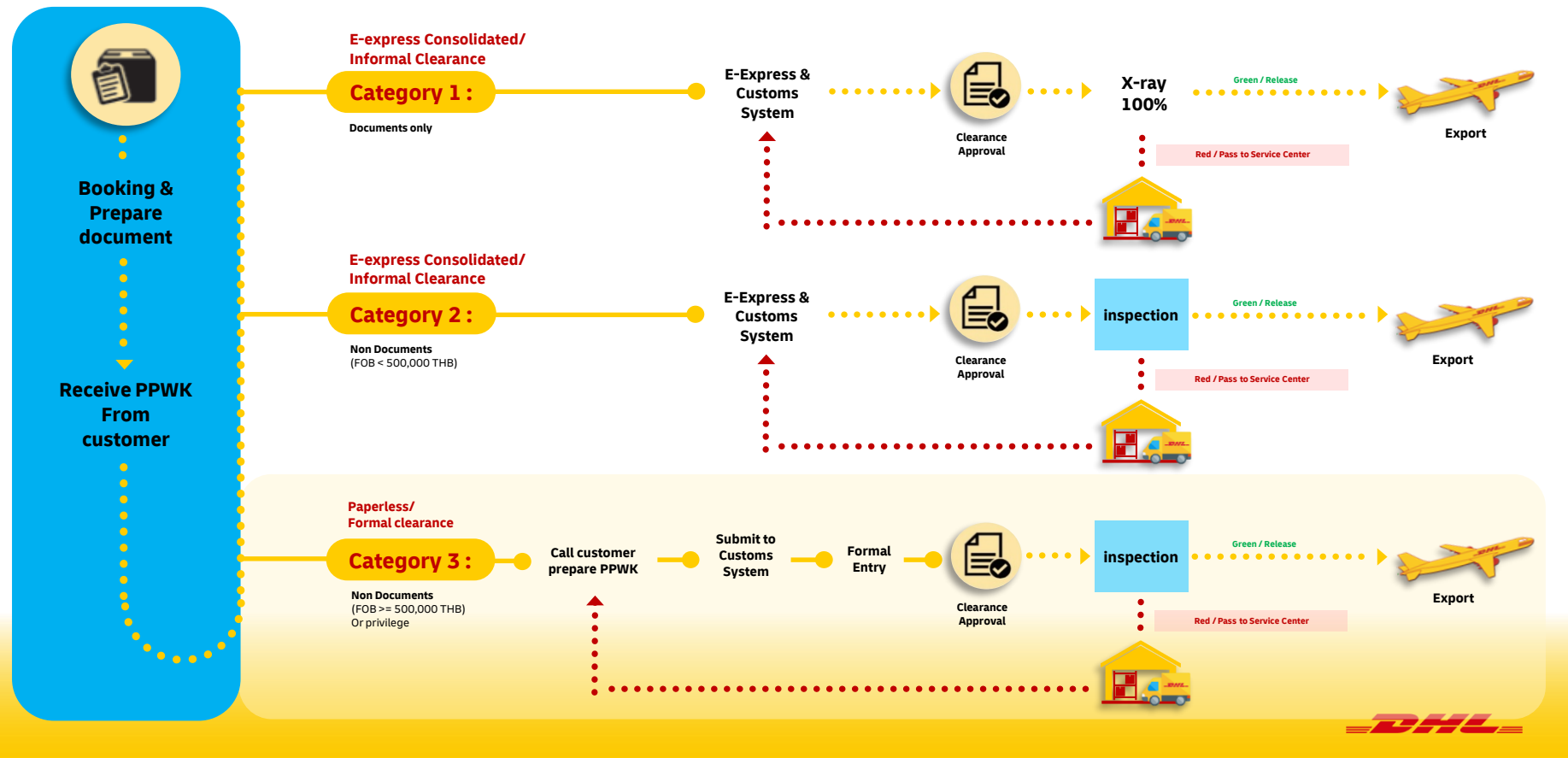
**Service Center**



**AM Delivery**

**Next day**

# OUTBOUND SHIPMENT PROCESS



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# Post-COVID World in Retail & Distribution



- Focus on SDGs and ESG



- Materials
- Packaging



Fashion is \$2.5 Trillion  
Industry



- Minimize Inventory



- Less Fashion Shows / Seasonality

# Fashion Industry to Overcome its Challenges

“Offer more fashionable looks—taking ideas straight from designer runways”

“Fast fashion has proved a remarkably effective model -- **clothing brands to speed up their supply chains.**”

“Flourish with ultra-fast, online models.”



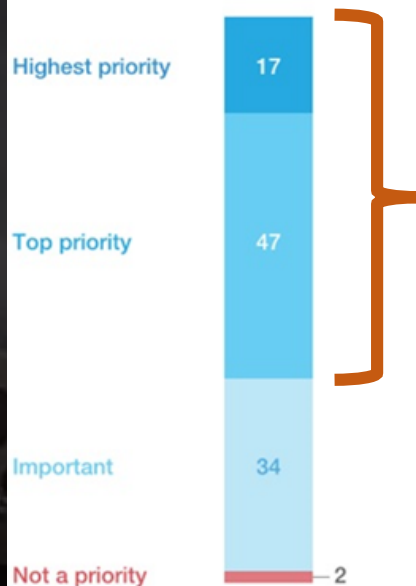
“Offer customers more sustainable ways to shop.”

“Pulling back on store openings to focus on growing digital businesses”



# The Need for Speed

Company commitment to improving speed to market and supply-chain efficiencies, % of respondents



**64% make speed to market a top priority**

Figures may not sum to 100%, because of rounding.

Source: Expert interviews; press search; *Women's Wear Daily* C-suite speed to market and consumer insights survey (n = 59)



# Fast Fashion Supply Chain Needs

**React in near real time to changing consumer tastes**

**Tight process control**

**Short lead time supply chain models**

**Flexibility & shorter turnaround time**

**Fast-cycle manufacturing processes**

**Strong quality controls & Real time visibility**



# DEFINITION OF LOGISTIC COST

The Council of Logistics Management (CLM)

ได้ให้คำนิยามการจัดการด้านโลจิสติกส์ไว้ว่า

*“กระบวนการในการวางแผน ดำเนินการ และควบคุมประสิทธิภาพ และประสิทธิผลในการไหล การจัดเก็บวัตถุดิบ สินค้าคงคลังในกระบวนการ สินค้าสำเร็จรูป และสารสนเทศที่เกี่ยวข้องจากจุดเริ่มต้นไปยังจุดที่มีการใช้งาน โดยมีเป้าหมายเพื่อสอดคล้องกับความต้องการของผู้บริโภค”*



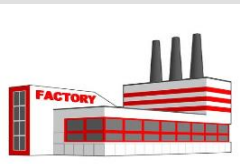
กิจกรรมที่สำคัญของโลจิสติกส์

- ① Order management/Customer service
- ② Packaging
- ③ Material handling
- ★ ④ **Transportations/Mode of transportations**
- ⑤ Warehouse management (Layout, locations, control technology/equipment, facility)
- ⑥ Inventory control systems (Qty)/ material Supplier management/material
- ⑦ Distribution center/distribution hub
- ⑧ Manufacturing/production control

# TYPE OF TRANSPORTATION MODE – IMP CHINA, PVG

## Sea Freight - LCL

Exporter  
Day 0



Consolidation - ETD  
Day 5



Transport PVG  
Day 12



Unstuffing & Distributing  
Day 17



Importer  
Day 18



Transit time  
PVG - BKK



D18



## Air Freight

Advance booking  
D +1 to 7D  
Day 0



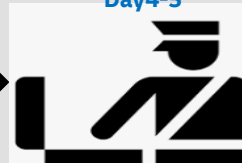
Pick up Day 1  
Clearance Day 2



Transport by Air  
Day 2-4



Destination airport  
Day 4-5



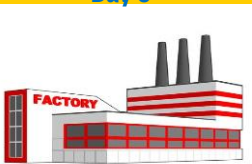
Importer  
Day 4-5



D4-5



Exporter  
Day 0



DHL Gateway  
Day 0-1



Transport by Air



DHL Gateway  
Day 1-2



Importer  
Day 1-2




D1-2



# TRANSPORTATION MODE

Comparison	Cost	Service	Status update	Operation
Sea Freight - LCL	Currency fluctuation Currency fee 2-3%	Customize	No visibility	Multi parties handling
Air freight	Currency fluctuation Currency fee 2-3%	Customize	Not real time update	Multi parties handling
DHL Express	Fix price in THB	Door to door	Real time update	Close loop system

	Feature	Benefit
	<b>Cost</b>	Fix in THB
	<b>Service</b>	Door to door, own DHL network
		Real time update status
	<b>Transit time</b>	Express service
	<b>IT solutions</b>	Shipment notification alert
		Controllable cost
		Service reliability
		Save time & peace of mind
		Manageable production line
		Minimize inventory cost and dead stock
		Manageable production line



# BROKER CLEAR VS DHL CLEAR PROCESS

Current  
work  
flow

Flight Arrival



Move to BFS



Pick up doc



Clearance



Delivery



## Broker Clear VS DHL

1. BFS D/O Fee 350
2. BFS Terminal charge 500
3. Cargo permit 130
4. DHL's D/O to Broker 350
5. Over Time TBA
6. Clearance & Transportation fee 2,000

**Fix Charges/Shipment min 3,330 THB**

**DHL min 450 THB**

**Variance 2,880 THB**

**DHL**  
Solution  
2020

Flight Arrival



Clearance



Delivery



300 AWB =  
864,000 THB

200 AWB =  
576,000 THB

100 AWB =  
288,000 THB

50 AWB =  
144,000 THB

## #REAL CASE

**Cost reduction –  
2 Garment companies**

- 1<sup>st</sup> company = 4.8M THB per year /or 400K THB per month
- 2<sup>nd</sup> company = 1.8M THB per year /or 150K THB per month



# HOW DHL EXPRESS CAN SUPPORT GARMENT BUSINESS SUCCESSFUL

No-one delivers the world like we do ...

## Recognition Rewards & Certified

- **Trusted Brand Awards** from Leader Digest
- **Best Contact Centre Award** (From Call Center Industry Association : CCIA)
- **Best Employer award** (from AON Hewitt)
- **Most TAPA Certified** in the logistics industry (Transport Asset Protection Association)
- **ISO 9001-2015 Certified**
- **Authorized Economic Operator (AEO) Certificate** from the Thai Customs Department.



Over 300 dedicated DHL and commercial flights are utilized per week



A differentiated Customer Service offering 24/7, with the dynamism to meet all requirements



24x7 Real time connect to DHL and Airline Systems and visibility of shipments by piece level



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# BKKHUB ORGANIZATIONAL CHART



# NETWORK CONTROL GROUP (NCG)

## Real Time Shipment Management

DHL Network Control Group monitor DHL's global network in real time from shipment pickup to final delivery.



## Crisis Command Center

The Major Network Control Group double as a Global Crisis Command Center to activate and manage any crisis situation.

## Roles of a NCG

### Service Recovery

Identify a breakdown in the shipment process chain at the earliest possible time to activate agreed contingency plans to maintain quoted service levels

### Pro-Active Notification

In the event of an unavoidable service incident, allow visibility to pre-defined customers of the delay and impact for pro-active customer notification

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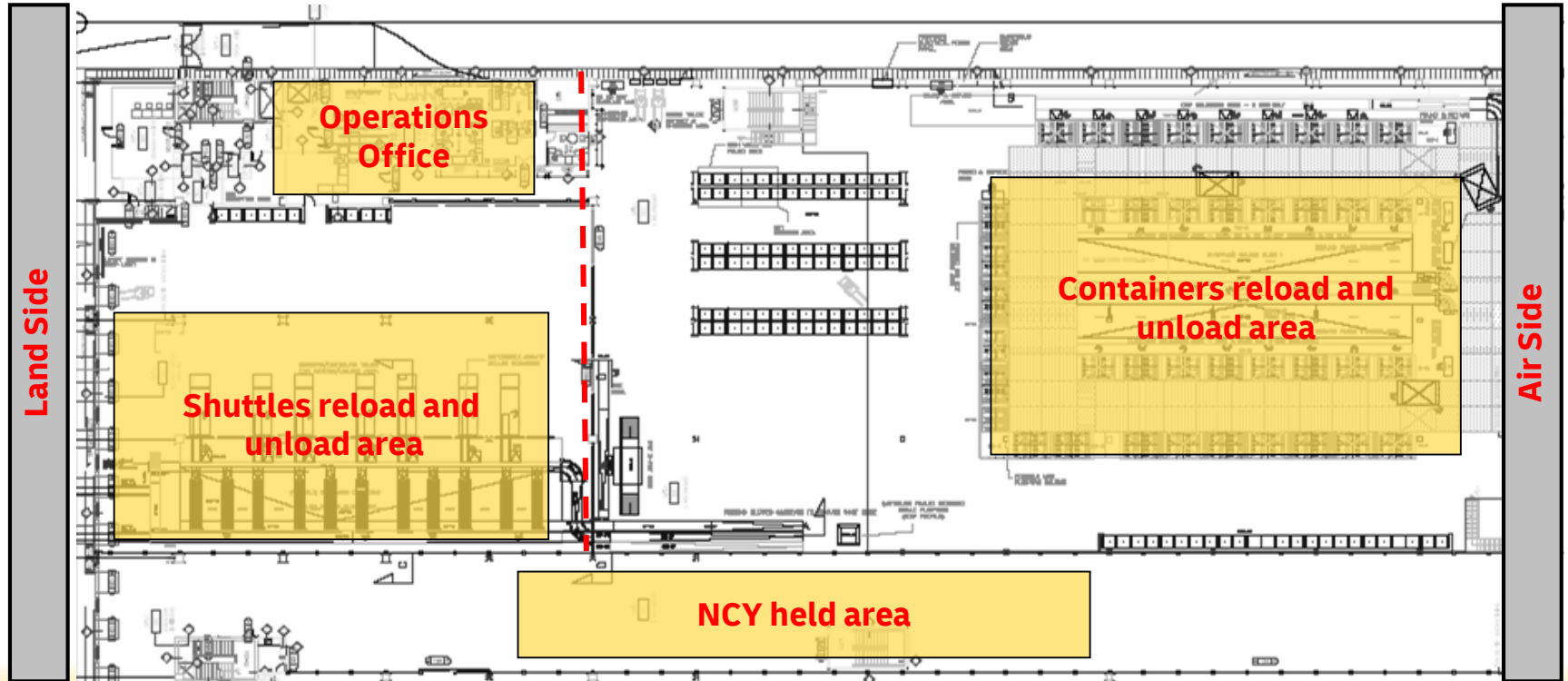
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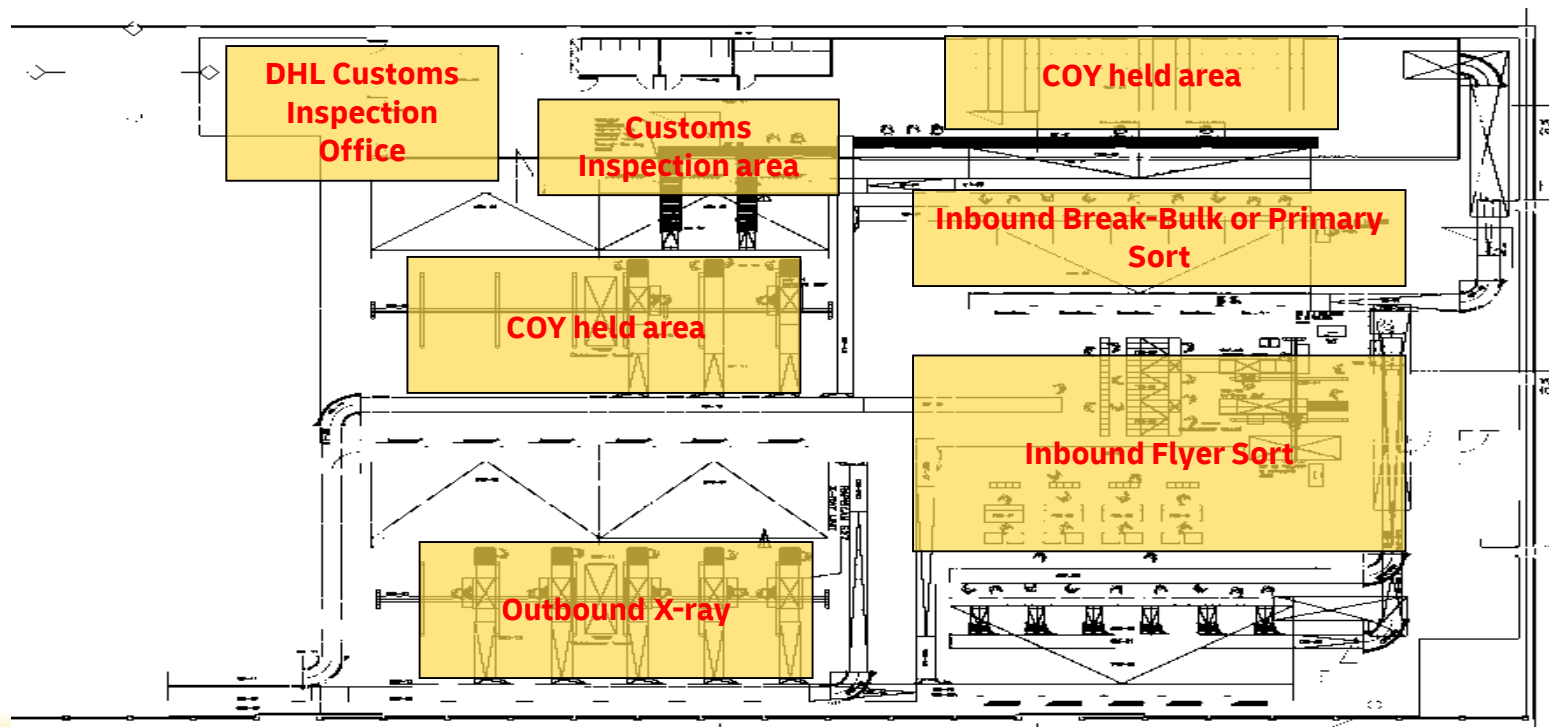
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# WAREHOUSE AREA: GROUND FLOOR



# WAREHOUSE AREA: MEZZANINE FLOOR







**WAREHOUSE TOUR**